**Job Title Database Administrator**

**About the Role**

In this role you will administer and assure the availability of mission critical databases for the user base by owning and managing Incidents, Problems and Changes assigned to the team to identify and resolve application software and database faults. As part of this process and that of continual service improvement, develop and implement solutions and minor enhancements. Additionally this role involves release management and transition of new service into live in a controlled manner.

**Key Responsibilities**

Incident Management (30%):

* Own and resolve Incidents assigned to team and own queue, adhering to the Database Services processes.
* There will be the opportunity to cover 24/7 shift patterns as per the company policy and procedures.
* Adherence to Incident Management process.

Change Management (30%):

* Embrace changes and engage with the change process to implement change.
* Own and oversee implementation of Changes assigned to team and own queue, adhering to the Database Services processes.
* Adherence to Change Management process.

Service Improvement (20%):

* Develop, document and maintain support processes, procedures and solutions.
* Share knowledge and best practice.
* Assist and support other areas of the business to meet business demands.
* Implement and embrace new processes as defined by Governance.
* Develop and transition 1st line activity including first time fixes into Service Desk and 1st line teams.
* Continually improve and build a customer service ethos.

This role will also include aspects of Problem Management, Release Management and activities to advance your performance and professional development.

**About the Company**

Established in 1880, Provident Financial Group (PFG) is one of the UK’s leading suppliers of personal credit products to the non-standard lending market. We are a FTSE 250 Company employing 5,700 staff throughout the UK and Ireland.

Provident delivers non-standard lending through our businesses - Vanquis Bank, Provident Home Credit, Satsuma Loans, Moneybarn and Cheque Exchange.

**Skills & Experience**

* SQL Server administration across versions 2005 to 2014.
* Strong T-SQL scripting skills.
* Good understanding of Relational Database Management Systems.
* Developing and Administration of Microsoft SQL Server Databases.
* High Availability and DR technologies.
* SSRS and SSIS development and deployment skills.

Desirable:

* Administering SQL databases in Microsoft Azure
* Understanding of Powershell.
* General knowledge of networking, storage, software installation and management, and Microsoft Windows Server operating systems
* Intermediate experience of incident, problem, change and release processes.
* Intermediate experience of working in an IT service support environment
* Experience of Service Management tools that incorporate Incident, Problem, Change Management Processes.
* MCSA 70-461 Querying Microsoft SQL Server 2012
* MCSA 70-462 Administering Microsoft SQL Server 2012 Databases
* MCSQ 70-463 Implementing a Data Warehouse with Microsoft SQL server 2012/2014.
* IT Infrastructure Library (ITIL) to at least foundation level

**Why choose a career with us?**

We like to let our employees know that we appreciate their hard work by offering competitive salaries and a range of reward schemes as well as regular performance management reviews and appraisals so that you can monitor your career progress. Benefits include:

* 25 days annual holiday rising to 28 days in addition to bank holidays
* Discretionary annual bonus
* Pension scheme with Company contributions
* Life assurance
* Permanent Health Insurance of 50% after 2 years’ service
* Onsite gym facilities with low cost membership
* Colleague recognition scheme
* Subsidised onsite restaurant
* Discounted Parking

**Equality, Diversity & Inclusivity**

Provident is one of a select group of forward thinking organisations that have signed up for the National Equality Standard NES. The NES provides a cultural assessment through the lens of diversity. It looks across all 9 protected characteristics set out in the Equality Act 2010 to ensure true inclusion in the workplace. The NES adopts a pragmatic & holistic approach to EDI and achieving it will enable Provident to showcase our business as leaders in this field.